



STATE OF INDIANA

Request for Proposal 17-019

INDIANA DEPARTMENT OF ADMINISTRATION

**On Behalf Of
Indiana Professional Licensing Agency and
Indiana Plumbing Commission**

**Solicitation For:
License Examination Services**

Response Due Date: August 29, 2016

Leslie Jones, Account Manager
Indiana Department of Administration
Procurement Division
402 W. Washington St., Room W468
Indianapolis, Indiana 46204

SECTION ONE
GENERAL INFORMATION AND REQUESTED PRODUCTS/SERVICES

1.1 INTRODUCTION

In accordance with Indiana statute, including IC 5-22-6, the Indiana Department of Administration (IDOA), acting on behalf of the Indiana Professional Licensing Agency (IPLA) requires a contractor to develop, maintain, and administer computer-based written licensing examinations for Journeyman Plumbers and Contractor Plumbers. It is the intent of IDOA to solicit responses to this Request for Proposals (RFP) in accordance with the statement of work, proposal preparation section, and specifications contained in this document. This RFP is being posted to the IDOA website (<http://www.IN.gov/idoa/2354.htm>) for downloading. A nominal fee will be charged for providing hard copies. Neither this RFP nor any response (proposal) submitted hereto are to be construed as a legal offer.

1.2 DEFINITIONS AND ABBREVIATIONS

Following are explanations of terms and abbreviations appearing throughout this RFP. Other special terms may be used in the RFP, but they are more localized and defined where they appear, rather than in the following list.

Apprentice Plumber	An individual who is learning the plumbing trade and is under the direction and immediate supervision of a licensed plumbing contractor or a licensed journeyman plumber.
Apprenticeship Program	An apprenticeship program to be approved under IC 25-28.5-1-12(c) and 860 IAC 1-1-9, it must be approved by the commission under this rule and a program accredited either by the Bureau of Apprenticeship and Training, a division of the United States Department of Labor, or by some other certifying organization with similar criteria for instruction in plumbing.
CUF	Commercially Useful Function – A business function that supports the scope of this solicitation
Full Time Equivalent (FTE)	The State defines FTE as a measurement of an employee's productivity when executing the scope of work in this RFP for a specific project or contract. An FTE of 1 would mean that there is one worker fully engaged on a project. If there are two employees each spending 1/2 of their working time on a project that would also equal 1 FTE
IPC	The Indiana Plumbing Commission established by IC 25-28.5
Implementation	The successful implementation of development and administration of licensing examinations for journeyman plumbers and plumbing contractors as specified in the contract resulting from this RFP
Installation	The delivery and physical setup of products or services requested in this RFP
Journeyman Plumber	A person who engages or offers to engage in, as an occupation or trade, the construction, installation, alteration, maintenance, repair, remodeling, or removal and replacement of plumbing under the supervision, direction, and responsibility of a licensed plumbing contractor

Other Governmental Body	An agency, a board, a branch, a bureau, a commission, a council, a department, an institution, an office, or another establishment of any of the following: 1) The judicial branch 2) The legislative branch 3) A political subdivision (includes towns, cities, local governments, etc.) 4) A state educational institution
Plumbing Contractor	Any person who, for compensation, undertakes to, or submits a bid to, or does himself or by others, construct, repair, alter, remodel, add to, subtract from, or improve plumbing and who is responsible for substantially all the plumbing within the entire project, or one who fabricates units or plumbing substantially completed and ready for installation.
Practitioner	An apprentice plumber, journeyman plumber or plumbing contractor duly licensed to practice in Indiana.
Products	Tangible goods or manufactured items as specified in this RFP
Proposal	An offer as defined in IC 5-22-2-17
Respondent	An offeror as defined in IC 5-22-2-18. The State will not consider a proposal responsive if two or more offerors submit a joint or combined proposal. One entity or individual must be clearly identified as the respondent who will be ultimately responsible for performance of the contract
Services	Work to be performed as specified in this RFP
State	The State of Indiana
State Agency	As defined in IC 4-13-1, "state agency" means an authority, board, branch, commission, committee, department, division, or other instrumentality of the executive, including the administrative, department of state government
Total Bid Amount	The amount that the respondent proposes on Attachment D that represents their total, all-inclusive price.
Vendor	Any successful respondent selected as a result of the procurement process to deliver the products or services requested by this RFP

1.3 PURPOSE OF THE RFP

The purpose of this RFP is to select a vendor that can satisfy the State's need for a contractor to prepare and administer the licensing examinations to applicants applying for licensure as journeyman plumbers and plumbing contractors. It is the intent of IPLA, who provides administrative support to IPC, to contract with a vendor that provides quality licensing examinations for IPC.

1.4 SUMMARY SCOPE OF WORK

SYSTEM DESIGN:

The vendor selected to develop, maintain, and administer the standardized computer-based written licensure examinations for journeyman plumbers and plumbing contractors must do the following:

- (1) Develop, maintain and administer unique forms of the standardized computer-based and written licensure examinations for journeyman plumbers and plumbing contractors. The licensing examinations shall be designed to contain all required questions for journeyman plumbers and plumbing contractors and to be completed within a time period as deemed appropriate by the vendor, using statistical data based on examinations nationwide, and not less than two (2) hours. The licensing examination shall be designed in order that two (2) examination sessions can be held per day, and shall be an open-book examination. Permissible reference materials that examinees may use during the examination are books regarding Indiana Plumbing Commission licensure statutes and rules, plumbing code, and business law.
- (2) Develop, maintain, and administer the standardized and computer-based and written licensing examination covering general plumbing knowledge and applicable statutes and rules of the IPC, including any revisions and/or updates to the Indiana Plumbing Code that occur during the duration of the Contract, for journeyman plumbers and plumbing contractors. The licensing examination shall be designed with the input and approval of the State and should include the following number of questions:

- (a) Journeyman plumbers – minimum of 90 questions.

- (b) Plumbing contractors – minimum of 75 questions.

The licensing examination for plumbing contractors and journeyman plumbers shall also include a drawing section. The drawing section of the plumbing contractor and journeyman plumber examinations shall test the applicant's ability and knowledge concerning sanitary drainage systems, sanitary venting systems, water distribution systems, and storm water systems. The drawing section of the plumbing contractor examination should cover the following:

- (a) a 3-story, 3.5 bath dwelling; or

- (b) a 2-story commercial structure.

The drawing section of the journeyman plumber examination should cover the following:

- (a) a 2-story, 2.5 bath dwelling; and

- (b) a 1-story, 1.5 bath dwelling.

- (3) Ensure that all journeyman plumbers and plumbing contractors licensing examinations administered conform to the requirements of Indiana law, rules and regulations.
- (4) Administer the standardized computer-based and written licensing examination and the state law examination on the same day. The number of Indiana licensing examination questions should include the following number of questions:
 - (a) Journeyman plumbers – minimum of 10 questions in Indiana Plumbing Commission licensure statutes and rules.
 - (b) Plumbing contractors – minimum of 20 questions in Indiana Plumbing Commission licensure statutes and rules, Indiana business law, and general business knowledge.
- (5) Provide services through a computer-based testing system. This system shall include on-site examination scoring and the issuance of score reports to the candidates.
- (6) Design and produce candidate information handbooks for journeyman plumbers and plumbing contractors that are customized to meet the needs of the State and distribute sufficient quantities to the State and other designated parties upon request.
- (7) Obtain the State's approval for the initial candidate information handbook and any subsequent versions as well as any other candidate information material.
- (8) Deliver examination services:
 - (a) Establish the examination schedule.
 - (b) Maintain and provide accurate information to examination candidates and the State.
 - (c) The IPC will determine application and examination eligibility. The Contractor is responsible for verification of examination candidate's eligibility to take the licensing examination.

- (d) Offer the computer-based and written journeyman plumber and plumbing contractor licensing examination in multiple languages, including, but not limited to, Spanish.
- (e) Offer the licensing examinations in at least three (3) testing centers with at least one (1) center offering daily testing in Indiana and adjoining states. These testing centers must be available five (5) days a week for testing and have the capacity to accommodate on average 25 plumbing examination candidates per month. All test center locations shall be approved by the State.
- (f) Administer the licensing examinations electronically. However, individuals who are unable to take the electronically administered examination because of disability may apply to take a paper and pencil examination, which shall be provided and administered by the Contractor.
- (g) Provide a toll-free telephone and/or website reservation system, schedule examination appointments and provide confirmation numbers for all candidates through the vendor's toll-free telephone and/or website reservation system.
- (h) Collect examination fees from the candidates during registration and/or at testing. Fees must be accepted in the form of credit card, debit card, or personal check by phone.
- (i) Negotiate with the State all potential rate increases for the journeyman plumbers and plumbing contractors licensing examination fees.
- (j) Provide immediate candidate score reports following the examination administration at each testing center. Failing score reports will include diagnostics for each component of each examination administered and scheduling information for retaking the licensing and state law examinations.
- (k) Take appropriate steps to ensure accessibility of examination to persons with disabilities and otherwise comply with all requirements of the Americans with Disabilities Act.
- (l) Provide to the State a monthly paper and/or electronic roster of all candidates who took the examinations during the month, a summary of examination performance, and a summary of attendance.
- (m) Prepare a monthly paper and/or electronic report that calculates the pass/fail statistics for each approved pre-license apprenticeship program, insert test question analysis, and provide a summary of the reports to the IPC.
- (n) Prepare a monthly paper and/or electronic report that calculate the pass/fail statistics for each approved apprenticeship program, distribute the report to individual schools, and provide a summary of the reports to the State.
- (o) Provide for candidate review of the appropriate examination in accordance with guidelines mutually agreed upon by the State and vendor.
- (p) Address any questions concerning the examination content, grading, and scoring.
- (9) Provide adequate methods and procedures for safeguarding confidentiality and securing the information that will be provided.
- (10) Administer for the State the plumbing licensing examinations and the state law licensing examinations. All examinations administered shall conform to the requirements of Indiana law, rules, and regulations.
- (11) Provide the services through a computer-based testing system. This system includes on-site examination scoring, and the issuance of score reports to the candidates.
- (12) Address any questions concerning the examination content, the grading and scoring.

SYSTEM SECURITY:

- (1) Adequate methods and procedures for safeguarding confidentiality and securing the information will be provided.
- (2) The data shall remain the property of the State at all times and shall not, under any circumstances, be divulged to other parties without the express permission of the Indiana Plumbing Commission through the Indiana Professional Licensing Agency. The vendor's personnel shall only have access to the data for maintenance of the system, unless specifically authorized by the State.
- (3) The vendor shall ensure that input personnel, and those persons with access to the information, have adequate security clearances. The State reserves the right to initiate background checks on these individuals.

- (4) The system's security shall be protected with unique user identifications and passwords at the system, file, and function level. The State shall provide a list of personnel who are authorized to access the data; the system shall incorporate this list and update it as required.

Respondents should carefully review the attached contract draft Attachment B (sample contract) and Section 2.4 and Section 2.5 of the RFP for additional details.

1.5 RFP OUTLINE

The outline of this RFP document is described below:

Section	Description
Section 1 – General Information and Requested Products or Services	This section provides an overview of the RFP, general timelines for the process, and a summary of the products/services being solicited by the State/Agency via this RFP
Section 2 – Proposal Preparation Instruction	This section provides instructions on the format and content of the RFP including a Letter of Transmittal, Business Proposal, Technical Proposal, and a Cost Proposal
Section 3 – Proposal Evaluation Criteria	This sections discusses the evaluation criteria to be used to evaluate respondents' proposals
Attachment A	Proposal Document Check List
Attachment B	Sample Contract
Attachment C	Indiana Economic Impact Form
Attachment D	Cost Proposal Template
Attachment E	Business Proposal Template
Attachment F	Technical Proposal Template
Attachment G	Q&A Template
Attachment H	Assistive Technology Compliance Form

1.6 QUESTION/INQUIRY PROCESS

All questions/inquiries regarding this RFP must be submitted in writing by the deadline of **3:00 p.m. Eastern Time on August 1, 2016**. Questions/Inquiries may be submitted in Attachment G, Q&A Template, via email to rfp@idoa.IN.gov and must be received by the time and date indicated above.

Following the question/inquiry due date, Procurement Division personnel will compile a list of the questions/inquiries submitted by all Respondents. The responses will be posted to the IDOA website according to the RFP timetable established in Section 1.24. The question/inquiry and answer link will become active after responses to all questions have been compiled. Only answers posted on the IDOA website will be considered official and valid by the State. No Respondent shall rely upon, take any action, or make any decision based upon any verbal communication with any State employee.

Inquiries are not to be directed to any staff member of IPLA or IPC. Such action may disqualify Respondent from further consideration for a contract resulting from this RFP.

If it becomes necessary to revise any part of this RFP, or if additional information is necessary for a clearer interpretation of provisions of this RFP prior to the due date for proposals, an addendum will be posted on the IDOA website. If such addenda issuance is necessary, the Procurement Division may extend the due date and time of proposals to accommodate such additional information requirements, if required.

1.7 DUE DATE FOR PROPOSALS

All proposals must be received at the address below by the Procurement Division no later than **3:00 p.m. Eastern Time on August 29, 2016**. Each Respondent must submit **one original CD-ROM (marked "Original")** and three (3) complete copies **on CD-ROM** of the proposal, including the Transmittal Letter and other related documentation as required in this RFP. The **original** CD-ROM will be considered the official response in evaluating responses for scoring and protest resolution. **The respondent's proposal response on this CD may be posted on the IDOA website, (<http://www.in.gov/idoa/2462.htm>) if recommended for selection.** Each copy of the proposal must follow the format indicated in Section Two of this document. Unnecessarily elaborate brochures or other presentations, beyond those necessary to present a complete and effective proposal, are not desired. All proposals must be addressed to:

Indiana Department of Administration
Procurement Division
402 West Washington Street, Room W468
Indianapolis, IN 46204

If you hand-deliver solicitation responses:

To facilitate weapons restrictions at Indiana Government Center North and Indiana Government Center South, as of **July 21, 2008**, the public must enter IGC buildings through a designated public entrance. The public entrance to Indiana Government Center South is located at 302 W. Washington St. (the eastern-most Washington St. entrance). This entrance will be equipped with metal detectors and screening devices monitored by Indiana State Police Capitol Police. Passing through the public entrance may take some time. Please be sure to take this information into consideration if your company plans to submit a solicitation response in person.

If you ship or mail solicitation responses: United States Postal Express and Certified Mail are both delivered to the Government Center Central Mailroom, and not directly to the Procurement Division. It is the responsibility of the Respondent to make sure that solicitation responses are received by the Procurement Division at the Department of Administration's reception desk on or before the designated time and date. Late submissions will not be accepted. The Department of Administration, Procurement Division clock is the official time for all solicitation submissions.

Regardless of delivery method, all proposal packages must be **sealed** and clearly marked with the RFP number, due date, and time due. IDOA will not accept any unsealed bids. Any proposal received by the Department of Administration, Procurement Division after the due date and time will not be considered. Any late proposals will be returned, unopened, to the Respondent upon request. All rejected proposals not claimed within 30 days of the proposal due date will be destroyed.

No more than one proposal per Respondent may be submitted.

The State accepts no obligations for costs incurred by Respondents in anticipation of being awarded a contract.

1.8 PRE-PROPOSAL CONFERENCE

A pre-proposal conference will not be held for this solicitation. As such, companies are encouraged to submit any questions about the services requested in this RFP and/or the RFP process, during the designated Question and

Answer period, as described in Section 1.6 of this document.

1.9 MODIFICATION OR WITHDRAWAL OF OFFERS

Modifications to responses to this RFP may only be made in the manner and format consistent with the submittal of the original response, acceptable to IDOA and clearly identified as a modification.

The Respondent's authorized representative may withdraw the proposal, in person, prior to the due date. Proper documentation and identification will be required before the Procurement Division will release the withdrawn proposal. The authorized representative will be required to sign a receipt for the withdrawn proposal.

Modification to, or withdrawal of, a proposal received by the Procurement Division after the exact hour and date specified for receipt of proposals will not be considered.

1.10 PRICING

Pricing on this RFP must be firm and remain open for a period of not less than 180 days from the proposal due date. Any attempt to manipulate the format of the document, attach caveats to pricing, or submit pricing that deviates from the current format will put your proposal at risk.

Please refer to the Cost Proposal sub-section under Section 2 for a detailed discussion of the proposal pricing format and requirements.

1.11 PROPOSAL CLARIFICATIONS AND DISCUSSIONS, AND CONTRACT DISCUSSIONS

The State reserves the right to request clarifications on proposals submitted to the State. The State also reserves the right to conduct proposal discussions, either oral or written, with Respondents. These discussions could include request for additional information, request for cost or technical proposal revision, etc. Additionally, in conducting discussions, the State may use information derived from proposals submitted by competing respondents only if the identity of the respondent providing the information is not disclosed to others. The State will provide equivalent information to all respondents which have been chosen for discussions. Discussions, along with negotiations with responsible respondents may be conducted for any appropriate purpose.

The Procurement Division will schedule all discussions. Any information gathered through oral discussions must be confirmed in writing.

A sample contract is provided in **Attachment B**. Any requested changes to the sample contract must be submitted with your response (See Section 2.3.5 for details). The State reserves the right to reject any of these requested changes. It is the State's expectation that any material elements of the contract will be substantially finalized prior to contract award.

1.12 BEST AND FINAL OFFER

The State may request best and final offers from those Respondents determined by the State to be reasonably viable for contract award. However, the State reserves the right to award a contract on the basis of initial proposals received. Therefore, each proposal should contain the Respondent's best terms from a price and technical standpoint.

Following evaluation of the best and final offers, the State may select for final contract negotiations/execution the offers that are most advantageous to the State, considering cost and the evaluation criteria in this RFP.

1.13 REFERENCE SITE VISITS

The State may request a site visit to a Respondent's working support center to aid in the evaluation of the Respondent's proposal. Site visits, if required will be discussed in the technical proposal.

1.14 TYPE AND TERM OF CONTRACT

The State intends to sign a contract with one or more Respondent(s) to fulfill the requirements in this RFP.

The term of the contract shall be for a period of two (2) years from the date of contract execution. There may be one (1) two-year renewal for a total of four (4) years at the State's option.

1.15 CONFIDENTIAL INFORMATION

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 *et seq.*, and, after the contract award, the entire RFP file may be viewed and copied by any member of the public, including news agencies and competitors. Respondents claiming a statutory exception to the APRA must indicate so in the Transmittal Letter. Confidential Information must also be clearly marked in a separate folder on any included CD-ROM. The Respondent must also specify which statutory exception of APRA that applies. The State reserves the right to make determinations of confidentiality. If the Respondent does not identify the statutory exception, the Procurement Division will not consider the submission confidential. If the State does not agree that the information designated is confidential under one of the disclosure exceptions to APRA, it may seek the opinion of the Public Access Counselor. Prices are not confidential information.

1.16 TAXES

Proposals should not include any tax from which the State is exempt.

1.17 PROCUREMENT DIVISION REGISTRATION

In order to receive an award, you must be registered as a bidder with the Department of Administration, Procurement Division. Therefore, to ensure there is no delay in the award all Respondents are strongly encouraged to register prior to submission of their response. Respondents should go to www.in.gov/idoa/2464.htm.

1.18 SECRETARY OF STATE REGISTRATION

If awarded the contract, the Respondent will be required to register, and be in good standing, with the Secretary of State. The registration requirement is applicable to all limited liability partnerships, limited partnerships, corporations, S-corporations, nonprofit corporations and limited liability companies. Information concerning registration with the Secretary of State may be obtained by contacting:

Secretary of State of Indiana
Corporation Division
402 West Washington Street, E018
Indianapolis, IN 46204
(317) 232-6576
www.in.gov/sos

1.19 COMPLIANCE CERTIFICATION

Responses to this RFP serve as a representation that it has no current or outstanding criminal, civil, or enforcement actions initiated by the State, and it agrees that it will immediately notify the State of any such actions. The

Respondent also certifies that neither it nor its principals are presently in arrears in payment of its taxes, permit fees or other statutory, regulatory or judicially required payments to the State. The Respondent agrees that the State may confirm, at any time, that no such liabilities exist, and, if such liabilities are discovered, that State may bar the Respondent from contracting with the State, cancel existing contracts, withhold payments to setoff such obligations, and withhold further payments or purchases until the entity is current in its payments on its liability to the State and has submitted proof of such payment to the State.

1.20 MINORITY & WOMEN'S BUSINESS ENTERPRISES RFP SUBCONTRACTOR COMMITMENT

Pursuant to Public Law 34, the Minority and Women's Business Enterprises Division (MWBE) was developed to provide an equal opportunity to minority and women enterprises in the state's procurement and contracting process. The respondent is strongly encouraged to include Minority Business Enterprises (MBE) and Women Business Enterprises as a part of a subcontracting participation plan. A full listing of certified MWBE firms is located in the Minority & Women's Business Enterprises Division (MWBED) directory at <http://www.in.gov/idoa/2352.htm>.

1.21 INDIANA VETERANS BUSINESS ENTERPRISE SUBCONTRACTOR COMMITMENT

Governor Mike Pence signed SEA 564, expanding veteran-owned small business opportunities in Indiana. The respondent is strongly encouraged to include veteran-owned businesses as a part of a subcontracting participation plan. More information on the Veteran's Business Program can be found at <http://www.in.gov/idoa/2862.htm>.

1.22 AMERICANS WITH DISABILITIES ACT

The Respondent specifically agrees to comply with the provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 *et seq.* and 47 U.S.C. 225).

1.23 SUMMARY OF MILESTONES

The following timeline is only an illustration of the RFP process. The dates associated with each step are not to be considered binding. Due to the unpredictable nature of the evaluation period, these dates are commonly subject to change. At the conclusion of the evaluation process, all Respondents will be informed of the evaluation team's findings.

Key RFP Dates

Activity	Date
Issue of RFP	Monday, July 25, 2016
Deadline to Submit Written Questions	Monday, August 1, 2016
Response to Written Questions/RFP Amendments	Thursday, August 11, 2016
Submission of Proposals	Monday, August 29, 2016

<i>The dates for the following activities are target dates only. These activities may be completed earlier or later than the date shown.</i>	
Proposal Evaluation	TBD
Proposal Discussions/Clarifications (if necessary)	TBD
Oral Presentations (if necessary)	TBD
Best and Final Offers (if necessary)	October 3 - October 5, 2016
RFP Award Recommendation	October 7, 2016

1.24 CONFLICT OF INTEREST

Any person, firm or entity that assisted with and/or participated in the preparation of this RFP document is prohibited from submitting a proposal to this specific RFP. For the purposes of this RFP “person” means a state officer, employee, special state appointee, or any individual or entity working with or advising the State or involved in the preparation of this RFP proposal. This prohibition would also apply to an entity who hires, within a one-year period prior to the publication of this RFP, a person that assisted with and/or participated in the preparation of this RFP.

SECTION TWO PROPOSAL PREPARATION INSTRUCTIONS

2.1 GENERAL

To facilitate the timely evaluation of proposals, a standard format for proposal submission has been developed and is described in this section. All Respondents are required to format their proposals in a manner consistent with the guidelines described below:

- Each item must be addressed in the Respondent's proposal.
- The Transmittal Letter must be in the form of a letter. The business and technical proposals must be organized under the specific section titles as listed below.
- The electronic copies of the proposal submitted via CD-ROM should be organized to mirror the sections below and the attachments.
- Each item, i.e. Transmittal Letter, Business Proposal, Technical Proposal, Cost Proposal, etc, must be separate standalone electronic files on the CD-ROM. Please do not submit your proposal as one large file.
- Whenever possible, please submit all attachments in their original format.
- Confidential Information must also be clearly marked in a separate folder/file on any included CD-ROM.

2.2 TRANSMITTAL LETTER

The Transmittal Letter must address the following topics except those specifically identified as "optional."

2.2.1 Agreement with Requirement in listed in Section 1

The Respondent must explicitly acknowledge understanding of the general information presented in Section 1 and agreement with any requirements/conditions listed in Section 1.

2.2.2 Summary of Ability and Desire to Supply the Required Products or Services

The Transmittal Letter must briefly summarize the Respondent's ability to supply the requested products and/or services that meet the requirements defined in Section 2.4 of this RFP. The letter must also contain a statement indicating the Respondent's willingness to provide the requested products and/or services subject to the terms and conditions set forth in the RFP including, but not limited to, the State's mandatory contract clauses.

2.2.3 Signature of Authorized Representative

A person authorized to commit the Respondent to its representations and who can certify that the information offered in the proposal meets all general conditions including the information requested in Section 2.3.4, must sign the Transmittal Letter. **In the Transmittal Letter, please indicate the principal contact for the proposal along with an address, telephone and fax number as well as an e-mail address, if that contact is different than the individual authorized for signature.**

2.2.4 Respondent Notification

Unless otherwise indicated in the Transmittal Letter, Respondents will be notified via e-mail.

It is the Respondent's obligation to notify the Procurement Division of any changes in any address that may have occurred since the origination of this solicitation. The Procurement Division will not be held responsible for incorrect vendor/contractor addresses.

2.2.5 Confidential Information

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 *et seq.* (see section 1.16).

Provide the following information:

- List all documents where claiming a statutory exemption to the APRA;
- Specify which statutory exception of APRA that applies for each document;
- Provide a description explaining the manner in which the statutory exception to the APRA applies for each document.

2.2.6 Other Information

This item is optional. Any other information the Respondent may wish to briefly summarize will be acceptable.

2.3 BUSINESS PROPOSAL

The Business Proposal must address the following topics except those specifically identified as “optional.” **The Business Proposal Template is Attachment E.**

2.3.1 General (optional)

This section of the business proposal may be used to introduce or summarize any information the Respondent deems relevant or important to the State’s successful acquisition of the products and/or services requested in this RFP.

2.3.2 Respondent’s Company Structure

The legal form of the Respondent’s business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization are to be included in this section. If the organization includes more than one product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization.

2.3.3 Company Financial Information

This section must include the Respondent’s financial statement, including an income statement and balance sheet, for each of the two most recently completed fiscal years. The financial statements must demonstrate the Respondent’s financial stability. If the financial statements being provided by the Respondent are those of a parent or holding company, additional financial information should be provided for the entity/organization directly responding to this RFP.

2.3.4 Integrity of Company Structure and Financial Reporting

This section must include a statement indicating that the CEO and/or CFO has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The particular areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

The Sarbanes Oxley Act of 2002, H.R. 3763, is NOT directly applicable to this procurement; however, its goals and objectives may be used as a guide in the determination of corporate responsibility for financial reports.

2.3.5 Contract Terms/Clauses

A sample contract that the state expects to execute with the successful Respondent(s) is provided in Attachment B. This contract contains both mandatory and non-mandatory clauses. Mandatory clauses are listed below and are non-negotiable. Other clauses are highly desirable. It is the State's expectation that the final contract will be substantially similar to the sample contract provided in Attachment B.

In your Transmittal Letter please indicate acceptance of these mandatory contract terms (see section 2.2.2). In this section please review the rest of the contract and indicate your acceptance of the non-mandatory contract clauses. If a non-mandatory clause is not acceptable as worded, suggest specific alternative wording to address issues raised by the specific clause. If you require additional contract terms please include them in this section. To reiterate it's the State's strong desire to not deviate from the contract provided in the attachment and as such the State reserves the right to reject any and all of these requested changes.

The mandatory contract terms are as follows:

- Duties of Contractor, Rate of Pay, and Term of Contract
- Authority to Bind Contractor
- Compliance with Laws
- Drug-Free Workplace Provision and Certification
- Employment Eligibility
- Funding Cancellation
- Governing Laws
- Indemnification
- Information Technology
- Non-Discrimination Clause
- Ownership of Documents and Materials
- Payments
- Penalties/Interest/Attorney's Fees
- Termination for Convenience
- Non-Collusion and Acceptance

Any or all portions of this RFP and any or all portions of the Respondents response may be incorporated as part of the final contract

2.3.6 References

The Respondent must include a list of at least three (3) clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. Information provided should include the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information.

2.3.7 Registration to do Business

Secretary of State

If awarded the contract, the Respondent will be required to be registered, and be in good standing,

with the Secretary of State. The registration requirement is applicable to all limited liability partnerships, limited partnerships, corporations, S-corporations, nonprofit corporations and limited liability companies. The Respondent must indicate the status of registration, if applicable, in this section of the proposal.

Department of Administration, Procurement Division

Additionally, respondents must be registered with the IDOA. This can be accomplished on-line at <http://www.in.gov/idoa/2464.htm>.

The IDOA Procurement Division maintains two databases of vendor information. The Bidder Registration database is set up for vendors to register if interested in selling a product or service to the State of Indiana. Respondents may register on-line at no cost to become a Bidder with the State of Indiana. To complete the on-line registration, go to <http://www.in.gov/idoa/2464.htm>. The Bidder Registration offers email notification of upcoming solicitation opportunities, corresponding to the Bidder's area(s) of interest, selected during the registration process. Respondents do need to be registered to bid on and receive email notifications. Completion of the Bidder Registration will result in your name being added to the Bidder's Database, for email notification. The Bidder Registration requires some general business information, an indication of the types of goods and services you can offer the State of Indiana, and locations(s) within the state that you can supply or service. There is no fee to be placed in Procurement Division's Bidder Database. To receive an award, you must be registered as a bidder. Problems or questions concerning the registration process or the registration form can be e-mailed to Amey Redding, Vendor Registration Coordinator, aredding@idoa.in.gov, or you may reach her by phone at (317) 234-3542.

2.3.8 Authorizing Document

Respondent personnel signing the Transmittal Letter of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement.

2.3.9 Subcontractors

The Respondent is responsible for the performance of any obligations that may result from this RFP, and shall not be relieved by the non-performance of any subcontractor. Any Respondent's proposal must identify all subcontractors and describe the contractual relationship between the Respondent and each subcontractor. Either a copy of the executed subcontract or a letter of agreement over the official signature of the firms involved must accompany each proposal.

Any subcontracts entered into by the Respondent must be in compliance with all State statutes, and will be subject to the provisions thereof. For each portion of the proposed products or services to be provided by a subcontractor, the technical proposal must include the identification of the functions to be provided by the subcontractor and the subcontractor's related qualifications and experience.

The combined qualifications and experience of the Respondent and any or all subcontractors will be considered in the State's evaluation. The Respondent must furnish information to the State as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State. All subcontracts held by the Respondent must be made available upon request for inspection and examination by appropriate State officials, and such relationships must meet with the approval of the State.

The Respondent must list any subcontractor's name, address and the state in which formed that are proposed to be used in providing the required products or services. The subcontractor's

responsibilities under the proposal, anticipated dollar amount for subcontract, the subcontractor's form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the Respondent of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal.

2.3.10 General Information

Each Respondent must enter your company's general information including contact information.

2.3.11 Experience Serving State Governments

Each Respondent is asked to please provide a brief description of your company's experience in serving state governments and/or quasi-governmental accounts.

2.3.12 Experience Serving Similar Clients

Each Respondent is asked to please describe your company's experience in serving clients of a similar size to the State that also had a similar scope. Please provide specific clients and detailed examples.

2.3.13 Indiana Preferences

Pursuant to IC 5-22-15-7, Respondent may claim only one (1) preference. For the purposes of this RFP, this limitation to claiming one (1) preference applies to Respondent's ability to claim eligibility for Buy Indiana points. **Respondent must clearly indicate which preference(s) they intend to claim. Additionally, the Respondent's Buy Indiana status must be finalized when the RFP response is submitted to the State.**

Buy Indiana

Refer to Section 2.7 for additional information.

2.4 TECHNICAL PROPOSAL

The Technical Proposal must be divided into the sections as described below. Every point made in each section must be addressed in the order given. The same outline numbers must be used in the response. RFP language should not be repeated within the response. Where appropriate, supporting documentation may be referenced by a page and paragraph number. However, when this is done, the body of the technical proposal must contain a meaningful summary of the referenced material. The referenced document must be included as an appendix to the technical proposal with referenced sections clearly marked. If there are multiple references or multiple documents, these must be listed and organized for ease of use by the State. **The Technical Proposal Template is Attachment F.**

2.4.1 Respondents must prepare a technical proposal that addresses the respondent's ability to provide the services outlined in Section 1.4, Summary of Scope of Work. Proposal responses may be evaluated on the following capabilities, which the Vendor shall perform for the State.

- (1) Address your company's ability to develop, maintain and administer unique forms of the standardized computer-based and written licensure examinations for journeyman plumbers and plumbing contractors. The licensing examinations shall be designed to contain all required questions for journeyman plumbers and plumbing contractors and to be completed within a time period as deemed appropriate by the vendor, using statistical data based on examinations nationwide, and not less than two (2) hours. The licensing examination shall be designed in order that two (2) examination sessions can be held per day.

- (2) Address your company's expertise in developing, maintaining, and administering standardized and computer-based and written licensing examination covering general plumbing knowledge and applicable statutes and rules for journeyman plumbers and plumbing contractors.
- (3) Address your company's ability to ensure that the licensing examination for plumbing contractors and journeyman plumbers shall also include a drawing section. The drawing section of the plumbing contractor and journeyman plumber examinations shall test the applicant's ability and knowledge concerning sanitary drainage systems, sanitary venting systems, water distribution systems, and storm water systems. The drawing section of the plumbing contractor examination should cover the following:
- (a) a 3-story, 3.5 bath dwelling; or
 - (b) a 2-story commercial structure.
- The drawing section of the journeyman plumber examination should cover the following:
- (a) a 2-story, 2.5 bath dwelling; and
 - (b) a 1-story, 1.5 bath dwelling.
- (4) Address your company's ability to ensure that all journeyman plumbers and plumbing contractors licensing examinations administered conform to the requirements of Indiana law, rules and regulations.
- (5) Address your company's ability to administer the standardized computer-based and written licensing examination and the state law examination on the same day.
- (6) Address your company's ability to provide services through a computer-based testing system. This system shall include on-site examination scoring and the issuance of score reports to the candidates.
- (7) Address your company's ability to design and produce candidate information handbooks for journeyman plumbers and plumbing contractors that are customized to meet the needs of the State and distribute sufficient quantities to the State and other designated parties upon request.
- (8) Address your company's intended method for obtaining the State's approval for the initial candidate information handbook and any subsequent versions as well as any other candidate information material.
- (9) Address your company's ability to or expertise in performing the following in connection with its examination administration services:
- a. Establish the examination schedule.
 - b. Maintain and provide accurate information to examination candidates and the State.
 - c. Verify candidates' eligibility to take a licensing examination (The IPC will determine application and examination eligibility. The Contractor is responsible for verification of examination candidate's eligibility to take the licensing examination.)
 - d. Offer the computer-based and written journeyman plumber and plumbing contractor licensing examination in multiple languages, including, but not limited to, Spanish.
 - e. Offer the licensing examinations in at least three (3) testing centers with at least one (1) center offering daily testing in Indiana and adjoining states. These testing centers must be available five (5) days a week for testing and have the capacity to accommodate on average 25 plumbing examination candidates per month. All test center locations shall be approved by the State.
 - f. Administer the licensing examinations electronically. However, individuals who are unable to take the electronically administered examination because of disability may apply to take a paper and pencil examination, which shall be provided and administered by the Contractor.
 - g. Provide a toll-free telephone and/or website reservation system, schedule examination appointments and provide confirmation numbers for all candidates through the vendor's toll-free telephone and/or website reservation system.
 - h. Collect examination fees from the candidates during registration and/or at testing. Fees must be accepted in the form of credit card, debit card, or personal check by phone.

- i. Negotiate with the State all potential rate increases for the journeyman plumbers and plumbing contractors licensing examination fees.
- j. Provide immediate candidate score reports following the examination administration at each testing center. Failing score reports will include diagnostics for each component of each examination administered and scheduling information for retaking the licensing and state law examinations.
- k. Take appropriate steps to ensure accessibility of examination to persons with disabilities and otherwise comply with all requirements of the Americans with Disabilities Act.
- l. Provide to the State a monthly paper and/or electronic roster of all candidates who took the examinations during the month, a summary of examination performance, and a summary of attendance.
- m. Prepare a monthly paper and/or electronic report that calculates the pass/fail statistics for each approved pre-license apprenticeship program, insert test question analysis, and provide a summary of the reports to the IPC.
- n. Prepare a monthly paper and/or electronic report that calculate the pass/fail statistics for each approved apprenticeship program, distribute the report to individual schools, and provide a summary of the reports to the State.
- o. Provide for candidate review of the appropriate examination in accordance with guidelines mutually agreed upon by the State and vendor.
- p. Address any questions concerning the examination content, grading, and scoring.

(10) Address your company's ability to address any questions from examination vendors and/or the State concerning the examination content, the grading and scoring.

(11) Please also provide the following information regarding your system security:

- (a) A description outlining the adequate methods and procedures for safeguarding confidentiality, and securing the exam and candidate information.
- (b) A description outlining your computer system (including the server where exam content is housed) security and protection, unique user identifications, passwords at the system, file, and function level, descriptions of the physical location of servers at the exam site, description of how the server is protected off site, and how access to the servers is protected and restricted, and also explain how exam questions are downloaded to the terminal where the candidate is testing.
- (c) Describe how a candidate is processed from entry to exit of the exam site, and how you ensure the rechecking of candidates who leave the testing area and then re-enter the exam site are the same person.
- (d) A physical description of your exam site and how they are similar in nature to other exam locations, how they are different than other exam locations.
- (e) Describe your plan for ensuring that your testing facilities are using the most up-to-date hardware and how equipment is standardized or different at testing facilities.
- (f) A description of your security surveillance systems inside and outside the testing room, and how you control access to outside individuals entering the exam area (i.e. cleaning crews?)

(12) Please include information related to the tenure of the senior management of your company, information for the last three years on any changes of ownership and explain why there was a change in ownership. Please provide the long-term plans of your company in this section, and information related to the overall operating soundness of your business model. If you currently do not own and operate vendor owned sites in Indiana, how will that affect your overall cash reserves and the continuity of your business and your commitment to fulfill your obligations to other regulatory agencies throughout the country?

(13) Please include a list of all your current plumbing examination clients, a list of all plumbing examination contracts that have been renewed or terminated during the last four years, and include information on why any plumbing examination contracts were not renewed. Please provide contact information for all current plumbing examination clients.

(14) Please include a list of all examination contracts that were terminated early for non-compliance or for a failure to fulfill the terms of the contract by either your company or the regulatory body. This bullet point is not limited to the administration of plumbing examinations, but rather applies to any and all professional licensing examination services your company has provided during the last five years.

(15) Please explain what level staff member will be the primary point of contact for administering this contract and how that relationship manager interfaces with the State and other vendor staff to ensure proper contract administration, support, and resolution of questions or program deficiencies. Please include a biography and resume for key personnel that will be interacting with the agency.

(16) Please complete the Assistive Technology Compliance Form (Attachment H) as it relates to the requested services.

2.5 COST PROPOSAL

The Cost Proposal Template is Attachment D.

The Cost Proposal must be submitted in the original format. Any attempt to manipulate the format of the Cost Proposal document, attach caveats to pricing, or submit pricing that deviates from the current format will put your proposal at risk.

Cost to develop, maintain, and administer the computer-based and written licensing examinations and state law licensing examinations for journeyman plumbers and plumbing contractors shall be provided on a per person basis. Examinations shall be specific to each type of plumbing practitioner. Respondents are advised that there are approximately the following numbers of examinees per year for each of the stated license types:

- Journeyman plumber 155
- Plumbing contractor 110

The average net intake per month is estimated at 25 journeyman plumber and plumbing contractor examination candidates.

The State of Indiana will not pay the selected respondent for these services. Respondent will receive payment from applicants at the time of registration and/or testing. Respondents must propose pricing on a per participant basis per plumbing practitioner. Respondents must, based on the rate per participant and the Respondent's assessment of the number of persons likely to participate, propose a maximum dollar amount for each year of the contract. This maximum dollar amount must be utilized for completing the Indiana Economic Impact Form (Attachment C).

The rate per participant must be an all-inclusive, total cost. Examination fees should take into account that an applicant may repeat examinations because of failure of either the computer-based standardized or written licensing examination or state law licensing examination. Per participant pricing shall include the following factors:

- Develop, maintain and administer unique forms of the standardized computer-based and written licensure examinations for journeyman plumbers and plumbing contractors. The licensing examinations shall be designed to contain all required questions for journeyman plumbers and plumbing contractors and to be completed within a time period as deemed appropriate by the vendor, using statistical data based on examinations nationwide, and not less than two (2) hours. The licensing examination shall be designed in order that two (2) examination sessions can be held per day.
- Develop, maintain, and administer the standardized and computer-based and written licensing examination covering general plumbing knowledge and applicable statutes and rules of the IPC, including any revisions and/or updates to the Indiana Plumbing Code that occur during the duration of the Contract, for journeyman plumbers and plumbing contractors. The licensing examination shall be designed with the input and approval of the State and should include the following number of questions:
 - a) Journeyman plumbers – minimum of 90 questions.

b) Plumbing contractors – minimum of 75 questions.

The licensing examination for plumbing contractors and journeyman plumbers shall also include a drawing section. The drawing section of the plumbing contractor and journeyman plumber examinations shall test the applicant's ability and knowledge concerning sanitary drainage systems, sanitary venting systems, water distribution systems, and storm water systems. The drawing section of the plumbing contractor examination should cover the following:

- (a) a 3-story, 3.5 bath dwelling; or
- (b) a 2-story commercial structure.

The drawing section of the journeyman plumber examination should cover the following:

- (a) a 2-story, 2.5 bath dwelling; and
 - (b) a 1-story, 1.5 bath dwelling.
- Administer the standardized computer-based and written licensing examination and the state law examination on the same day. The number of Indiana licensing examination questions should include the following number of questions:
 - a. Journeyman plumbers – at least 10 questions in Indiana Plumbing Commission licensure statutes and rules.
 - b. Plumbing contractors – at least 20 questions in Indiana Plumbing Commission licensure statutes and rules, Indiana business law, and general business knowledge.
 - Administer the licensing examinations electronically. However, individuals who are unable to take the electronically administered examination because of a disability may apply to take a paper and pencil examination, which shall be provided and administered by the vendor.
 - Provide at least three (3) easily accessible testing sites in Indiana and adjoining states. The testing sites must have the capacity to accommodate on average 70 plumbing practitioners examination candidates per month. The testing sites must also be well lit, have heating/air conditioning, be quiet, have an office type atmosphere, and provide enough space for each examinee to ensure privacy. These testing sites must be available at least five (5) days a week for testing.
 - Offer the examinations in multiple languages, including, but not limited to, Spanish.
 - Establishing the examination schedule.
 - The IPC will determine application eligibility. The selected vendor is responsible for verification of examination candidate's eligibility to take the licensing examination.
 - Maintain and provide accurate information to examination candidates, IPLA, and IPC.
 - Maintenance of a toll-free phone line and website for providing information to interested parties.
 - Any fees to be paid to subcontractors to assist in carrying out the mandatory services.
 - Office expenses.
 - Monthly reports to IPLA indicating the names of examinees, location of examination sites, apprenticeship programs the examinee attended, and pass/fail information.
 - Monthly reports to apprenticeship programs indicating the pass/fail information.
 - Annual report to IPLA indicating the total amount of examinees for the year for each type of examination, apprenticeship program the examinee attended, location of examination site, and pass/fail information.
 - Staff to provide information and answer questions prior to the examination.

2.6 INDIANA ECONOMIC IMPACT

All companies desiring to do business with state agencies must complete an "Indiana Economic Impact" form (Attachment C). The collection and recognition of the information collected with the Indiana Economic Impact form places a strong emphasis on the economic impact a project will have on Indiana and its residents regardless of where a business is located. The collection of this information does not restrict any company or firm from doing business with the state. The amount entered in Line 16 "Total amount of this proposal, bid, or current contract" should match the total extended amount calculated in the Attachment D, Cost Proposal Template.

2.7 BUY INDIANA INITIATIVE/INDIANA COMPANY

It is the Respondent's responsibility to confirm its Buy Indiana status for this portion of the process. If a Respondent has previously registered its business with IDOA, go to <http://www.in.gov/idoa/2464.htm> and click on the link to update this registration. Click the tab titled Buy Indiana. Select the appropriate category for your business. Respondents may only select one category. Certify this selection by clicking the check box next to the certification paragraph. Once this is complete, save your selection and exit your account.

Respondents that have not previously registered with IDOA must go to <http://www.in.gov/idoa/2464.htm> and click on the link to register. During the registration process, follow the steps outlined in the paragraph above to certify your business' status. The registration process should be complete at the time of proposal submission.

Respondent must clearly indicate which preference(s) they intend to claim in the Business Proposal, Attachment E. Additionally, the Respondent's Buy Indiana status must be finalized when the RFP response is submitted to the State.

Defining an Indiana Business:

"Indiana business" refers to any of the following:

- (1) A business whose principal place of business is located in Indiana.
- (2) A business that pays a majority of its payroll (in dollar volume) to residents of Indiana.
- (3) A business that employs Indiana residents as a majority of its employees.

Respondents claiming this status must indicate which of the provisions above qualifies them as an Indiana business. They must also fully complete the Indiana Economic Impact Form (Attachment C) and include it with their response.

The following is the policy concerning items 4 & 5 described below. Appropriate documentation must be provided with your proposal response supporting either claim made below:

- (4) A business that makes significant capital investments in Indiana.
- (5) A business that has a substantial positive economic impact on Indiana.

Substantial Capital Investment:

Any company that can demonstrate a minimum capital investment of \$5 million or more in plant and/or equipment or annual lease payments of \$2.5 million or more shall qualify as an Indiana business under category #4. If an out of state company does not meet one of these criteria, it can submit documentation/justification to the State for review for inclusion under this category.

Substantial Indiana Economic Impact:

Any company that is in the top 500 companies (adjusted) for one of the following categories: number of employees (DWD), unemployment taxes (DWD), payroll withholding taxes (DOR), or Corporate Income Taxes (DOR); it shall qualify as an Indiana business under category #5. If a Respondent needs assistance in determining if its business qualifies under this criterion, please send an email inquiry to buyindianainvest@idoa.in.gov and you will receive a response within forty-eight (48) hours. If an out of state company does not meet one of these criteria, it can submit documentation/justification to the State for review for inclusion under this category.

SECTION THREE PROPOSAL EVALUATION

3.1 PROPOSAL EVALUATION PROCEDURE

The State has selected a group of personnel to act as a proposal evaluation team. Subgroups of this team, consisting of one or more team members, will be responsible for evaluating proposals with regard to compliance with RFP requirements. All evaluation personnel will use the evaluation criteria stated in Section 3.2. The Commissioner of IDOA or their designee will, in the exercise of their sole discretion, determine which proposals offer the best means of servicing the interests of the State. The exercise of this discretion will be final.

The procedure for evaluating the proposals against the evaluation criteria will be as follows:

- 3.1.1 Each proposal will be evaluated for adherence to requirements on a pass/fail basis. Proposals that are incomplete or otherwise do not conform to proposal submission requirements may be eliminated from consideration.
- 3.1.2 Each proposal will be evaluated on the basis of the categories included in Section 3.2. A point score has been established for each category.
- 3.1.3 If technical proposals are close to equal, greater weight may be given to price.
- 3.1.4 Based on the results of this evaluation, the qualifying proposal determined to be the most advantageous to the State, taking into account all of the evaluation factors, may be selected by IDOA and IPLA for further action, such as contract negotiations. If, however, IDOA and IPLA decide that no proposal is sufficiently advantageous to the State, the State may take whatever further action is deemed necessary to fulfill its needs. If, for any reason, a proposal is selected and it is not possible to consummate a contract with the Respondent, IDOA may begin contract preparation with the next qualified Respondent or determine that no such alternate proposal exists.

3.2 EVALUATION CRITERIA

Proposals will be evaluated based upon the proven ability of the Respondent to satisfy the requirements of the RFP in a cost-effective manner. Each of the evaluation criteria categories is described below with a brief explanation of the basis for evaluation in that category. The points associated with each category are indicated following the category name (total maximum points = 105). Negative points may be assigned in the cost score. Additionally, there is an opportunity for a bonus of five points if certain criteria are met. For further information, please reference Section 3.2.3 below. If any one or more of the listed criteria on which the responses to this RFP will be evaluated are found to be inconsistent or incompatible with applicable federal laws, regulations or policies, the specific criterion or criteria will be disregarded and the responses will be evaluated and scored without taking into account such criterion or criteria.

Summary of Evaluation Criteria:

Criteria	Points
1. Adherence to Mandatory Requirements	Pass/Fail
2. Management Assessment/Quality (Business and Technical Proposal)	50 available points
3. Cost (Cost Proposal)	-40 to +40 available points (plus option for 5 bonus points if certain criteria met.)

4. Indiana Economic Impact	5 available points
5. Buy Indiana	5 available points
Total	100 (105 if bonus awarded)

All proposals will be evaluated using the following approach.

Step 1

In this step proposals will be evaluated only against Criteria 1 to ensure that they adhere to Mandatory Requirements. Any proposals not meeting the Mandatory Requirements will be disqualified.

Step 2

The proposals that meet the Mandatory Requirements will then be scored based on Criteria 2 and 3 ONLY. This scoring will have a maximum possible score of 90 points with a potential of 5 bonus points if certain criteria are met. All proposals will be ranked on the basis of their combined scores for Criteria 2 and 3 ONLY. This ranking will be used to create a “short list”. Any proposal not making the “short list” will not be considered for any further evaluation.

Step 2 may include one or more rounds of proposal discussions, oral presentations, clarifications, demonstrations, etc. focused on cost and other proposal elements. Step 2 may include a second “short list”.

Step 3

The short-listed proposals will then be evaluated based on all the entire evaluation criteria outlined in the table above.

If the State conducts additional rounds of discussions and a BAFO round which lead to changes in either the technical or cost proposal for the short listed Respondents, their scores will be recomputed.

The section below describes the different evaluation criteria.

3.2.1 Adherence to Requirements – Pass/Fail

Respondents passing this category move to Phase 2 and proposal is evaluated for Management Assessment/Quality and Price.

The following 2 categories cannot exceed 90 points.

3.2.2 Management Assessment/Quality – 50 available points

3.2.3 Price – 40 available points (5 bonus points available)

The cost proposal will be evaluated and measured against the State’s baseline cost for this scope of work. The cost that the State is currently paying or its best estimate will constitute the baseline cost. Cost scoring points will be assigned as follows:

- Respondents who meet the State’s current baseline cost will receive zero (0) cost points.
- Respondents who propose a decrease to the State’s current costs will receive positive points at the same rate as bid increasing cost.
- Respondents who propose an increase to the State’s current cost will receive negative points at the same rate as bid lowering cost.
- Respondents who propose a 10% decrease to the State’s current baseline cost will receive

all of the available cost points.

- If multiple Respondents decrease costs below 10% of the current baseline, an additional 5 points will be added to the Respondent proposing the lowest cost to the State.

3.2.4 Indiana Economic Impact - 5 available points

See Section 2.6 for additional information.

The total number of full time equivalent (FTE – please see Section 1.2 for a definition of FTE's) Indiana resident employees for the Respondent's proposal, to execute the scope of work proposed in this RFP, (prime contractor and subcontractors) will be used to evaluate the Respondent's Indiana Economic Impact. Points will be awarded based on a graduated scale. The Respondent with the most Indiana FTEs will be awarded 5 points. Points will then be awarded to the remaining Respondents proportionately. Please see Attachment C, Indiana Economic Impact Form, for more detailed instructions.

3.2.5 Buy Indiana Initiative – 5 available points

Respondents qualifying as an Indiana Company as defined in Section 2.7 will receive 5 points in this category.

3.2.6 Qualified State Agency Preference Scoring

When applicable, pursuant to Indiana Code 5-22-13, a qualified state agency submitting a response to this RFP will be awarded preference points for Minority, Women's, and Indiana Veteran Business Enterprise equal the Respondent awarded the highest combined points awarded for such preferences in the scoring of this RFP.

The Commissioner of IDOA or their designee will, in the exercise of their sole discretion, determine which proposal(s) offer the best means of servicing the interests of the State. The exercise of this discretion will be final.